



RHL Annual Report 2013

“Reaching into Communities with Sustainable Services”

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No Time To Stand Still.....

Always changing to meet different needs

By Jim Ruddy, Chief Operating Officer and Jennifer Glastonbury, Chair.

RHL has been going for 10 years now and in the outgoing year we continued to change and develop our services in line with the needs of our clients and the demands of our commissioners.

In a tough environment, we have delivered innovative and quality services to a broader group of users in our local communities, created new partnerships and focused on initiatives that make a real difference to the lives of people who turn to us for specialist fitness classes, fuel poverty support, activities to reduce social isolation or foster inter-generational understanding, developing new interests and becoming more aware of their health.

Our current projects are mainly with older people and we have undertaken several successful initiatives this year with Nepali residents in the Rushmoor area. In particular we are delighted to see our Age No Barrier scheme shortlisted in an EU competition for Social Innovation in Ageing: this shortlisting recognises RHL's forward-looking approach, which engages older people in society through volunteering, physical activity and learning new skills.

We said goodbye to our Chair Andree Deane. We thank her for her contribution to making RHL what it is today. Our largely new staff team is supported by a committed and experienced board of trustees who provide stability and continuity at a time of funding pressure and new challenges

Jim Ruddy

Jennifer Glastonbury

Chief Operating Executive

Chair

Overview of 2013

RHL delivers and facilitates specially designed Health and Wellbeing Programmes in the South East.

This year we engaged with over 20,000 people in over 25 different programmes.

Amongst those engaged were:

- People with mental health needs
- People with learning difficulties, physical disabilities and long term health conditions
- People who have been (or at threat of being) homeless
- Young People
- Older people
- People with Dementia
- People suffering fuel/general poverty
- Young families
- People whose first language is not English

We have supported them:

- To get/keep fit
- To tackle Fuel/general poverty
- To learn new skills
- To reduce obesity in children and young families
- To learn money and budgeting skills
- To maintain their tenancy
- In Courts of Law
- To reduce isolation
- To stay healthy
- To engage with mainstream services

Fuel Poverty

A programme aimed at preventing people from entering fuel poverty and helping those already in fuel poverty.

Prevention

- Money workshops
- Drop-Ins
- One-to-ones
- Talks to large groups
- Advice/Tariff workshops

Where?

Children's Centres, Support Organisations
Community Centres, Housing Associations
Anywhere!
Community Groups, Support Groups
All the above!

Resolution

We deal direct with energy companies Deal direct with debt companies Deal direct with other creditors Provide access to and obtain grants. We provide a mediation service

How to access: Self Referral, CAB referral, Drop-Ins, Support Groups, DWP, Police, Neighbourhood Watch, the Courts, Housing Associations, Local Councils, Mental Health Services, Children's Centres, Community Groups

The Figures

- 16,940 individuals benefitted from receiving energy advice
- 1,500 benefit entitlement checks
- £27,500 in additional benefits
- 300 Grant applications made
- £88,000 in grants secured
- £915,000 debt managed
- £10,000 saved on revised bills



Older People affected by Dementia and their Carers

We deliver two very different services, both aimed at stimulating the brain of the dementia sufferer as well as encouraging interaction between the carer and sufferer.

Weekly Sparkle

Sparkle is a weekly on line publication (that uses bright colours and is just as effective printed) designed to hold the attention of people with dementia using articles about the past, quizzes, puzzles and singalongs, all geared towards stimulating the mind and improving memory. Carer's notes are provided with each weekly edition and it's completely FREE! Originally sent to Care Homes for use as part of a client's support plans, we now send to Carers' Groups and individual Carers for one to one interaction with the person they are caring for. We estimate the publication now reaches over 5000 people and counting!

Silver Song Boxes

Singing is an activity that accesses the long-term memory and can be especially helpful for those living with Dementia. It makes them happy, stimulates the mind and they have great fun reminiscing and sharing memories. Silver Song Boxes are simple to use and can be used by Care Home staff. Service users can benefit from a group singing activity on a daily basis - a lot more often than is usually possible. The piano accompaniment is designed to replicate singing round the piano. Unlike a Karaoke machine, which has potentially confusing visual and musical backgrounds, the Silver Song Box has been adapted to provide a simple colour background with only the words being shown. Images can be added to aid reminiscence.



Fitness Classes for older Adults

Fun and affordable sessions, aimed at adults over 50, delivered in community environments without the pressures that are associated with main-stream gyms and commercial classes

- Over 15,000 people engaged in our classes this year
- Classes for all abilities
- Specialist classes designed to aid recovery and long term rehabilitation
- 12 qualified instructors
- Affordable prices



Classes Delivered 2013:

Low Impact Aerobics	Tai Chi	Fit to Dance	Chi Ball	Zumba Gold
Cardiac Rehab Phase IV	Zumba	Seated Exercise	Ballet	Chi Gung
Steady and Strong	Pilates	Pulmonary Rehab	Tap	

Fit 4 Life....giving young families a chance to be fit and healthy

An evolving programme, aimed at young parents and children to introduce a healthy lifestyle by educating them to eat healthy food and to take exercise. Delivered in Children's Centres and Schools, the aim is to take the service to them and educate young people before bad habits become the norm.

- Over 700 Children and Families engaged to get fit and eat more healthily
- Delivered the programme in five Children's Centres across Rushmoor
- Weekly fun exercise programmes
- Sessions demonstrating nutritional benefits of food and healthy alternatives to fast food



Nepalese Health Services

Aimed at the Nepali Community: promoting integration and understanding health conditions and the services that we provide.

Projects:

- Setting up and establishing Nepali Diabetes Self Help Group
- Training and supporting 30 Nepali Macmillan Cancer ambassadors
- Hepatitis project with Frimley Park Hospital: consultation with Nepali Community and testing of over 400 participants
- Nepali Health Ambassadors: Training and supporting 12 Nepali Ambassadors
- Nepali Mental Health Ambassadors: training and supporting 12 Nepali Ambassadors
- Recruitment of over 100 Nepali Community Volunteers
- Training of three Nepali Walk Leaders
- Translation and support services to GP surgeries across Rushmoor
- Preventing Hospital Admissions: trial completed visiting over 65s Nepali in their own home to discuss health and social issues and barriers to accessing health services
- Training of Nepali Fuel Poverty Champion
- Over 200 Nepalese people taking part in Age No Barrier



Health Checks

Simple advisory checks delivered in communities where non engagement with mainstream health services has been identified. Complementary to NHS Health Checks, but more specifically targeted. We take the tests to the community!

Targeting areas of deprivation and working with First Wessex Housing Association, we carry out simple health checks (BMI, blood pressure, glucose, body fat and cholesterol) at community venues and discuss results there and then. Participants are then invited to work with Hampshire Health trainers to plot a healthier lifestyle. It is explained to clients that the checks are for reference only and they are encouraged to have regular full checks with their GP. We monitor and call back in three months to chart progress. The concept of “bringing it to them” is popular with service users.

Preventing Hospital Admissions

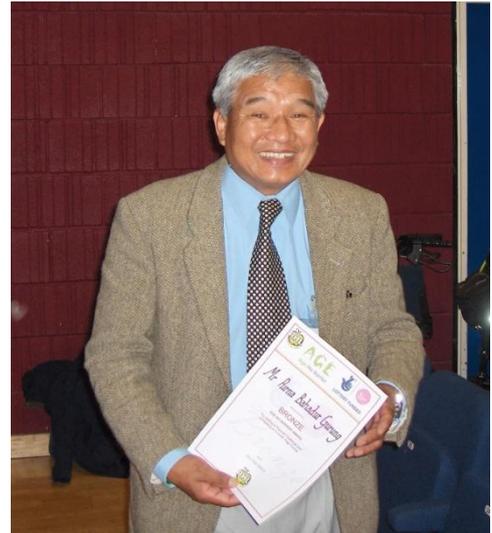
A six-month trial, funded by North East Hants and Farnham CCG, aimed at residents aged 75+ and Nepali residents aged 65+ where GP Surgery records showed they had not visited a GP in the last six months. Two types of engagement were used. Nepalese were contacted by our Nepalese Health Champion via Nepali groups (as literacy and translation issues often mean letters are not read), and by letter to non Nepali residents.

Basic health checks (blood pressure, BMI and body fat), were carried out in residents’ homes and our trained officers also asked questions about their general wellbeing, any issues they had, mobility problems, date of last hearing and sight tests, feet issues, trips and falls in the last year. They would signpost services such as Handypersons, Home Improvement Agencies, nail clipping services etc. Where concerns were found, we would refer residents to their GP.

Proved very popular with all service users. The Nepalese found it very useful as they can find GP surgeries intimidating and often prefer the idea of a GP coming to see a whole group of Nepalis in a community setting.

Age No Barrier

- Big Lottery funded project – 18 months
- Older adults (50+) in Rushmoor and surrounding areas
- Duke of Edinburgh Award style scheme
- Particular focus on people who are:
 - Isolated and vulnerable
 - Live on a low income
 - Have health problems
 - Are without social/family support networks



Ex Gurkhas who are Age No Barrier participants delivered a talk about their life experiences to service users from Step by Step, a young homeless charity in Aldershot

Age No Barrier aims to reduce isolation in older people and empower them to take part in activities and build resilience to enable them to deal with life- changing situations, such as the death of a partner or moving house late in life.

Governance

RHL

RHL is an independent charity and company limited by guarantee. We are also a Social Enterprise, selling services to earn income in order to acquire financial sustainability.

Public Benefit Statement

The directors have paid due regard to guidance provided by the Charity Commission in deciding what activities the charity should undertake. We are satisfied that all our activities support our charitable objects and that consideration is given to the fulfilment of these objects when new activities are considered. All our activities address some or all of the following subjects which form part of RHL's charitable objects: health, emotional wellbeing, the relief of poverty, education.

RHL Trustee Board and Board of Directors

Jennifer Glastonbury

Board Chair & Chair of Operational Effectiveness Committee

John Card

Company Secretary & Chair of Finance Committee

Amanda Dubarry

Chair of Business Development Committee

Colin Slatter

Chair of Human Resources

Ron Bates

Alex Burn

Dr Olive O'Dowd-Booth

Dave Quirk (until November 2013)

Colin Alborough

Kathryn Stuart

*This report covers the calendar year 2013. To view the Annual Accounts covering the year ended 31 March 2013, please go to www.RHL.org.uk Photographs in this report are of actual RHL Staff, volunteers or events



RUSHMOOR BOROUGH COUNCIL



The ScottishPower
Energy People Trust
Supporting Communities



Hampshire
County Council



LOTTERY FUNDED